



Winter Service Handbook

2013/14

Ashford District



Winter Service Handbook for Ashford District

Contents

1. KCC Highways and Transportation Winter Service Policy Statement and Plan

This handbook supplements Kent County Council Highways and Transportation's Winter Service Policy Statement which is endorsed and adopted by Kent County Council's (KCC) Environment, Highways and Waste Policy Overview and Scrutiny Committee (EHW POSC) – see **Appendix 1**.

2. Winter service procedure

The winter service operational period 2013-14 will run from 18 October 2013 to 25 April 2014.

Routine salting decisions for primary and secondary route precautionary salting activities across Kent are managed by a dedicated team of senior staff acting as Winter Duty Officers (WDO). The WDOs are also responsible for producing the Kent Road Weather Forecast every day and for issuing weather updates as required.

During normal working hours, the District Manager and Operations Engineer for Ashford will manage local action in Winter Service snow/ice emergencies excluding primary and secondary salting route decisions (see above). The Standby Officer will assume control out of hours, seeking advice as appropriate from the Winter Duty Officer and District Manager as appropriate. The District Manager will also ensure that adequate support is provided to Standby Officers out of hours in emergency situations and that a suitable handover briefing takes place at the start and end of the normal working day if needed. See Appendix 2 for personnel roles in winter service.

- 2.1 The Standby Officer will be responsible for all the actions below out of hours. Assistance will be given but the ultimate responsibility will be with the Standby Officer.
- 2.2 Immediately after 1400 hours daily the weather forecast/information will be available on email/telephone on 01622 221077. (Update forecasts may be available at 2130 hours each day, or when issued.)
- 2.3 **Instructing and recording actions out of hours** – In the event that additional actions are needed out of hours, Standby Officers will contact the Enterprise Duty Supervisor by phone. If, in the opinion of the Standby Officer, or on a site check, different/additional action is taken to that recommended by the Winter Duty Officer (WDO), the Standby Officer will inform the WDO. Enterprise will be informed directly by the WDO of the main salting action. Standby Officers will also record any additional local action taken on the Winter Service action sheet (attached as **Appendix 3**). These Action Sheets will be emailed during the next working day to Enterprise; this will confirm the action that was/is needed. Standby Officers are to provide as much detail as possible on the form. The Action Sheet should also be copied by email to the Hub, District Manager and Highway Manager. The Hub will ensure that a WAMS order is

raised as soon as practicable. The Hub will save the form in the designated folder on the KCC Highways IT system.

- 2.4 At weekends/bank holidays the winter forecast/action will be sent out at 1400 hours or soon thereafter. In the event that a forecast is not received the Standby Officer will phone the KCC forecast on 01622 221077 to receive forecast and instructions and/or contact the WDO.
- 2.5 If there are any changes, i.e. rain, contact the Enterprise Winter Duty Supervisor as soon as possible to cancel/amend the instruction and inform the WDO.
- 2.5 A snow/ice emergency can only be declared by a Highway Manager (HM). In the event of a snow/ice emergency being declared by the HM, strategic action should be considered, i.e. opening an Emergency Room and calling in other staff etc.
- 2.6 In a declared snow emergency the priorities are primary routes followed by secondary routes. It is unlikely that any other actions, save safety critical issues, will be taken initially until KCC Highways is on top of keeping primary and secondary routes clear. All requests for additional salt bins (save those from County Members under the Member Highway Fund scheme) will be rejected and will instead be considered during the following Summer. Similarly, salting routes will not be reviewed or changed until the following Summer. Any requests to spot salt locations will be sifted to identify any that are priorities to visit and assess. Given the volume of requests, those that relate to residential areas are unlikely to be visited until resources allow. It is expected that the Contact Centre and Hub staff will be able to resolve most enquiries by referring to the Winter Service Policy Statement attached at **Appendix 1**.

3. KCC Information

Ashford Highways Operations Team

Name	Position
Lisa Holder	District Manager
Lee Goodman	Highway Engineer
Ron Swan	Highway Steward
Darren Anderson	Highway Steward
Jennie Wickenden	Highway Steward

Senior Managers

John Burr	Director of Highways and Transportation
Carol Valentine	Highway Manager – West Kent
Toby Howe	Highway Manager – East Kent

KCC contact centre

0300 333 5539

4. Farmer Snow Plough Agreements.

Farmers local to the area are under contract to plough snow on the more rural routes when necessary. Each farmer will have details of the roads to be ploughed. The farmer uses his own tractor, often with a KCC plough, which is serviced every year and maintained by KCC. When snow reaches a depth of 50mm on roads in their areas the farmers will commence ploughing. Before this occurs the farmer should phone the Contact Centre of the intention to start ploughing. This information will be relayed to the relevant area office. Otherwise KCC Highways staff will contact the farmer directly and instruct action. Farmers are paid by the hour when actually ploughing.

A table showing the farmers who have agreed to carry out snow clearance and the areas they cover are attached at **Appendix 4**

5. Hand clearance and salting of key pedestrian areas and routes.

A note and maps indicating priority pedestrian areas and routes including bridges and underpasses for hand clearance and salting, either using Enterprise operatives or Ashford Borough Council operatives during snow emergencies is attached at **Appendix 5**.

6. Snow clearance priorities, with details by town/area in priority order

A list of snow clearing priorities is attached at **Appendix 6**. Their inclusion does not guarantee that action will be taken at these locations as primary routes and secondary routes will always be actioned first.

7. Plans of primary and secondary routes

Maps showing the primary and secondary salting routes are attached at **Appendix 7**. Most bus routes will be covered by these routes but not all.

8. Spot salt list i.e. wet spots on and off precautionary routes.

Attached at **Appendix 8** is a list of known wet spots. Enterprise are to hand salt these locations whenever a salting of secondary routes is instructed and on an ad-hoc basis as instructed by the District Manager and Operations Engineer.

9. Salt bin locations

See attached list at **Appendix 9**. These will be periodically checked and restocked. The Winter Service Policy Statement and Plan at **Appendix 1** sets out the procedures for deploying additional salt bins. During the Winter period, no additional salt bins will be deployed (unless funded through the Members' Highways Fund). Any other requests/locations will be considered during the following Summer.

10. Standby Officers

The Standby Officer rota is attached at **Appendix 10**.

11. Senior Duty Officer Rota

The Senior Duty Officer rota is attached at ***Appendix 11.***

12. Enterprise Out of Hours Rota

Enterprise's Out of Hours rota is attached at ***Appendix 12.***

13. KCC Highways and Transportation Winter Duty Officer Rota

KCC Highways and Transportation Winter Duty Officer Rota is at ***Appendix 13.***